

WS-01303A-14-0010



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ARIZONA CORPORATION COMMI  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: . . .

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116494

Date: 6/2/2014

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

ORIGINAL

Complaint By: First: Mary Last: Meister

Account Name: Mary Meister

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer \*AAWC

Division: sewer

Contact Name: . . . . .

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE\*\*\*\*\*DOCKET NO. WS-01303A-14-0010\*\*\*\*\*

RECEIVED  
2014 JUN -4 A 11:41  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission

DOCKETED

JUN 04 2014

DOCKETED BY [Signature]

From: Mary Meister [mailto:  
Sent: Saturday, May 31, 2014 1:34 AM  
To:  
Subject: Epcor rate increase

Dear Ms

I am writing to express my opinion regarding Docket No. WS-01303A-14-0010. Epcor notified its customers here in Fort Mohave that it was necessary to increase the rates to perform our sewer service to \$84 per month . This is a rate increase of approximately 45%.

Epcor purchased the contracts being held by American Water three or so years ago. There were many contracts involved, most of them profitable. For some reason, Epcor believes that the customers serviced by their Wishing Well Waste plant should be expected to pay to maintain the cost of the expansion to this plant that was made to accommodate an anticipated building and population boom. The fact that the "boom" has not happened should not be the customers problem. Just because one contract out of many taken over by them is not profitable should be handled by Epcor as the cost of doing business. Surely the fact that they are already "gouging" this community for the sewage service is already unconscionable. ( the Tribal sewage service within a mile of my property currently charges it's customers \$34 a month. I understand it will soon be \$44 monthly. I have been paying \$56 monthly for over a year. I believe Bullhead city residents are also paying about \$40 monthly, but I cannot actually ascertain that at this time)

This is a retirement community, with most of us living within the constrictions of a fixed income. Yet, Epcor feels it is "OK" to charge us more for our waste water than Utilities, Inc. charges us for our fresh drinking water. How can that be justified? And still, the company is looking for an additional 45% increase???

I hope your commission takes a long, hard look at the Epcor rate practices. Already, we are being overcharged,

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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and if anything, Epcor should be reducing our rates, and perhaps even be considering refunds to its "abused" customers in Fort Mohave.

Please deny the proposed rate increase request for Epcor. Docket No. WS-01303A-14-0010.

Thank you for filing this letter, and also for distributing this opinion to each Commissioner.

Mary Meister  
Retired Administrative Manager/ Widow  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. WS-01303A-14-0010. closed  
\*End of Comments\*

**Date Completed: 6/2/2014**

**Opinion No. 2014 - 116494**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116496

Date: 6/2/2014

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Evonne

Robertson

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer \*AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE\*\*\*\*\*DOCKET NO. WS-01303A-14-0010\*\*\*\*\*

From:

Sent: Sunday, June 01, 2014 4:42 AM

To:

Subject: Attn:

Attn:

EPCOR in Docket No. WS-01303A-14-0010.

In regards to the rate increase application that has been filed by EPCOR in Docket No. WS-01303A-14-0010.

I would like to express my concern regarding the fifty percent increase in our waste water ( sewage ) in Fort Mohave Arizona.

EPCOR water representatives stated in a public meeting they are not making enough profit for there employees,operating cost, etc..

EPCOR purchased the water company from American Water.

This is the third proposed increase.

Myself and the entire community strongly protest this increase. This is a retirement community with many snow birds and the majority of us live on fixed incomes.

Frankly why should we pay more for our waste water than the water we drink to sustain our lives.

This increase will be a hardship for me. I feel this is a big increase and not to our benefit and would like this application for an increase to be denied. This is a widow person living in this house.

My usage of water consist of my dishwasher which I run about 3 times a week.

Laundry done for one person - washing machine about 4/5 loads a week.

Bath and toilets. Usually baths every other day.

I'm out of state the months of June and July and my house is closed up and water turned off. These are the

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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months my bill is the highest because of watering my outdoors twice a day and increasing the minutes per each use..

I buy most of my drinking water.

Outside I have a large yard and many plants, which is my largest usage of water. Therefore, this water doesn't go into the sewer. Meaning it is absorbed by the ground.

Below is my payments for the past 18 months. These are months that I started to live by myself. Three of these months are when I water twice a day for the hot months. Now out of these three months I'm out of state and my house water is turned off for two months. Therefore the increase in the septic (waste water) removal seems to me to be excessive now without an increase.

Remember the biggest percent of my water goes in the ground and never sees your waste water pipes to be removed from my address.

My average use for 14 months excluding the 3 high months during the summer is a total of \$527.00 divided by 14 months which comes out to an average of \$37.64 a month. This includes both the house and yard. For these 14 months my waste water rate is \$56.67 @ 14 months = \$793.38. I believe this is very expensive now without an increase of another increase of 50%.  $\$793.38 / \$527.00 =$  and increase of 150% per household over the usage of water cost. This is figuring on the total usage of water going out to the waste water pipes. I doubt if more than 1/3 goes through those pipes. The remainder 2/3's goes into the ground for watering the plants. So let's say I use 1/3 of \$527.00 = that is  $\$793.38 / 175.67 = 452\%$

Increase NOW per my household without the suggested 50% increase for the future.

5/14/2014 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$68.15

(have to get my outside sprinkle system checked because I didn't make any changes from last month.)

4/16/2014 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$34.44

3/19/2014 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$37.81

2/21/2014 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$47.92

1/15/2014 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$27.53

12/16/2013 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD  
ROBERTSON \$44.54

11/13/2013 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD  
ROBERTSON \$44.54

10/16/2013 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD  
ROBERTSON \$61.41

9/16/2013 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$159.19

8/14/2013 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$172.67

7/16/2013 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$139.35

6/17/2013 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$29.17

5/15/2013 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$34.76

4/16/2013 Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$41.56

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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3/19/2013Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$51.77

2/15/2013Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$41.56

1/16/2013Auto-Payment Debit (ACH) UNCATEGORIZED WATER SERVICE DEBITS CLIFFORD ROBERTSON  
\$55.17

Thank you,  
Evonne Robertson

Fort Mohave, AZ 86426  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. WS-01303A-14-0010. closed  
\*End of Comments\*

**Date Completed: 6/2/2014**

**Opinion No. 2014 - 116496**

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WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116502

Date: 6/2/2014

Complaint Description:       08A Rate Case Items - Opposed  
  N/A Not Applicable

Complaint By:       First:                      Last:  
Wayne                      Estabrook

Account Name:       Wayne Estabrook                      Home: (000) 000-0000

Street:                n/a                                      Work: (000) 000-0000

City:                 Fort Mohave                      CBR:

State:                AZ            Zip: 00000                      is:

Utility Company:    EPCOR Sewer \*AAWC

Division:             sewer

Contact Name:                                      Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE\*\*\*\*\*DOCKET NO. WS-01303A-14-0010\*\*\*\*\*

Dear Comissioners,

I'm writing you this e-mail regarding Epcor's proposed 46% increase to be imposed on Fort Mohave residents. As we all know, Fort Mohave is not a wealthy community. This enormous (46%) increase would present a tremendous burden on all residents. There are many retirees on fixed incomes and low income families, not to mention the average families already struggling to make ends meet that will be adversely affected by this outrageous and unfair increase. We're not talking about 5 or 6 percent, but 46 percent! That's unblieveable!

We are unfairly asked to bare a huge financial cost for Epcor's misjudgment of constructing a facility to service far more residents than needed. As I'm sure you are aware, Bullhead residents currently pay only \$32 a month while we are billed \$56, now they want even more! I am hoping this matter will be taken with the seriousness it deserves.

Thank you for your attention to this matter.

Sincerely, Wayne Estabrook

Fort Mohave, Az.86426

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-01303A-14-0010. closed

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 6/2/2014

Opinion No. 2014 - 116502

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WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid      Phone:      Fax:      --

Priority: Respond Within Five Days

Opinion No. 2014 - 116519      Date: 6/3/2014

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Pamela      Last: Smith

Account Name: Pamela Smith      Home: (000) 000-0000

Street: n/a      Work: (000) 000-0000

City: Fort Mohave      CBR:

State: AZ      Zip: 00000      is:

Utility Company: EPCOR Sewer \*AAWC

Division: sewer

Contact Name:      Contact Phone: /

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE\*\*\*\*\*DOCKET NO. WS-01303A-14-0010\*\*\*\*\*

I am appaled that EPCOR is trying to increase the rate by such a large increase (40%). June of 2007 a 25% increase was approved then on January of 2010 a 15% was applied. This will make a total of 80% increases in 7 years. This communities makeup is mostly retired, seniors and snowbirds and their incomes are fixed and such a large increase would be hard for some households.

It just doesn' t make sense that a single household should pay the same rate as a family of 4 and part timers would pay the same fee for not even using the sewer while they are away.

I was told that the closest city (Bullhead City) only charges \$30.00. And if that is true then we would be paying 1 1/2 times more. The housing market is showing some increase and EPCOR should be patient instead of making the 1400 dwellings pay for all the other lots in their district. Should the increase be approved and the other sites are built, I am fairly sure that a rebate would not be forth coming. Utilities are not known for reducing their fees.

Thank you  
Pamella Smith

Fort Mohave, AZ 86426

Sent from my iPad

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. WS-01303A-14-0010. closed  
\*End of Comments\*

**Date Completed: 6/3/2014**

**Opinion No. 2014 - 116519**

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